(b) According to information available with us, Mr. Happy Minwala, Ambassador at large and Mr. Iqbal Akhund, Adviser to Pakistan PM on National Security and Foreign Affairs visited the US in February, 1990 to seek US Government's support for Pakistan's stand on Kashmir.

Complaints received against DTC Conductors

167. SHRIMATI JAYANTHI NATARAJAN: Will the Minister of SURFACE TRANSPORT be pleased to state:

(a) whether Government have received complaints in the recent past with regard to non-compliance of instructions by the Conductors of the DTC buses, regarding the issue of tickets to the commuters;

(b) whether Government are aware that some of the Conductors issue tickets sitting on the rear seat of the bus and do not move in the bus for the purpose;

(c) if so, what action Government have taken against such erring conductors during the last three months; and

(d) what further steps Government propose to take to provide better bus services to the commuters in the capital?

THE MINISTER OF SURFACE TRANSPORT WITH ADDITIONAL CHARGE OF THE MINISTRY OF COMMUNICATIONS (SHRI K. P. UNNIKRISHNAN): (a) and (b) Yes, Madam, some complaints of this nature have been received.

(c) During the last three months i.e. December, 1989 to February 1990, 24 such complaints were received. On receipt of complaints, DTC makes enquiries and takes action against the erring conductors. Out of 24 cases, enquiry is on in respect of 6 cases. Of the remaining, in one case a written warning has been issued and in 17 cases cautions have been administered, which form the part of the service record of the erring conductors.

(d) In order that bus crew provides better service to the commuters, following steps have been taken by DTC:

(i) Refresher courses are being conducted to the crew to make them alert to their duties and responsibilities.

(ii) The Central Complaint Cell functions round the clock for prompt disposal of complaints.

(iii) Mobile checking squads carry out checking of the crew on-line so that they discharge their duties properly.

(iv) Time Table boards have been installed at important terminals for the convenience of the commuters.

(v) The recruitment of crew has been broad based with a view to attract recruits from different states.

(vi) Destination Board of the buses are being written in large sized letters.

(vii) Rationalisation of routes has been undertaken in a phased manner for the better utilization of buses and adherence to adequate turnround time.

Action against authors preaching communal hatred

168. DR. MOHD. HASHIM KIDWAI: Will the Minister of HOME AFFAIRS be pleased to state:

(a) the number of books, leaflets and pamphlets preaching hatred against Muslims and attacking Islam, prescribed by Government during the last two years;

(b) what are the names of those prescribed books, leaflets and pamphlets; and

(c) the details of action taken against authors and publishers of those books, pamphlets and leaflets during this period?

THE MINISTER OF HOME AFFAIRS (SHRI MUFTI MOHAMMAD SAYEED): (a) to (c) Preaching of communal hatred and publication of inflammatory writing is actionable under Sections 153-A, 153-B, 295-A and 505 of the IPC. Action under these Sections falls within the provenance of State Governments/Union Territory Administrations, No action is taken at the Central Government level as implementation of criminal law is with the State Governments. Hence, no statistics is maintained by the Central Government in this regard. The State Governments have been advised to streamline their monitoring machinery at the district and the State level with a view for stricter enforcement of the above provisions.

Supply of latest edition of telephone directories in Uttar Pradesh

169. DR. MOHD. HASHIM KIDWAI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the latest edition of telephone directories in English have not been supplied to subscribers in Uttar Pradesh;

(b) if so, what are the reasons therefor; and

(c) by when the English Directories are likely to be supplied to subscribers in Uttar Pradesh?

THE MINISTER OF STEEL AND MINES WITH ADDITIONAL CHARGE OF THE MINISTRY OF LAW AND JUSTICE (SHRI DINESH GOSWAMI). (a) to (c) Information is being collected and will be laid on the Table of the House.

Excessive billing of telephones

170. DR. MOHD. HASHIM KIDWAI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the number of complaints regarding excessive billing of telephones during the last three years circlewise; and

(b) what are the details of remedial measures taken in this regard by Government?

THE MINISTER OF STEEL AND MINES WITH ADDITIONAL CHARGE OF THE MINISTRY OF LAW AND JUSTICE (SHRI DINESH GOSWAMI): (a) the number of complaints regarding excessive billing of telephones during the year 1986-87, 1987-88 and 1988-89 are indicated in the enclosed statements I, II and III respectively.

(b) the details of remedial measures taken by the Government in this regard are indicated in the enclosed statement IV.

Statement - I

Excess billing complaints during 1986-87

Name of Unit	No. of Bills issued	No. of excess billing complaints
(1)	(2)	(3)
Andhra	1230077	5864
Bihar	409504	2197
Gujarat	1681115	9624
Jammu & Kashmir	112077	2064